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PATENT
Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	Group Art Unit: 2661
)	
Carl Schoeneberger et al.)	Examiner:
)	
Serial No.: 10/632,615)	<u>CERTIFICATION FOR</u>
)	<u>SUPPLEMENTAL INFORMATION</u>
Filed: July 31, 2003)	<u>DISCLOSURE STATEMENT UNDER 37</u>
)	<u>CFR § 1.97(e)</u>
For: CONTACT CENTER)	
ARCHITECTURE)	162 North Wolfe Road
)	Sunnyvale, CA 94086
)	(408) 530-9700

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

Certification

I, the person signing below, hereby certify that the printed publications contained in the enclosed supplemental information disclosure statement were cited within a Official Action mailed on August 11, 2004. **Accordingly, I hereby certify that no reference contained within this supplemental information disclosure statement was cited in a communication from a foreign patent office in a related foreign application, and, to the knowledge of the person signing the statement, after making reasonable inquiry, no reference contained within this supplemental information disclosure statement was known to any individual designated in §1.56(c) more than three months prior to the filing of this supplemental information disclosure statement. 37 C.F.R. 1.97(e)(2)**

Identification of Person Making Certification

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 9-2-04

By: Thomas B. Haverstock
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

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CERTIFICATE OF MAILING (37 CFR§ 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.

Date: 9-3-04 By: James D. Rouse



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)	(408) 530-9700

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

Applicants have become aware of the following printed publication which may be material to the examination of this application:

- U.S. Patent No. 6,445,695 B1;
- U.S. Patent No. 6,529,499 B1;
- U.S. Patent No. 6,674,713 B1;
- U.S. Patent No. 6,687,251 B1; and
- U.S. Patent No. 6,766,377 B1.

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 9-2-04 By: Thomas B. Haverstock
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

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HAVERSTOCK & OWENS LLP.

Date: 9-3-04 By: John D. Rucina



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Carl Schoeneberger et al.)	Examiner:
Serial No.: 10/632,615)	<u>TRANSMITTAL LETTER</u>
Filed: July 31, 2003)	162 N. Wolfe Road
For: CONTACT CENTER)	Sunnyvale, CA 94086
ARCHITECTURE)	(408) 530-9700
)	Customer No.: 28960

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Supplemental Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 9-2-04

By: Thomas B. Haverstock
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

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HAVERSTOCK & OWENS LLP.

Date: 9-3-04 By: John D. Quinn



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)	Customer No.: 28960

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HAVERSTOCK & OWENS LLP.

Date: 9-3-04 By: John D. Rocco

SEP 07 2004

Sheet 1 of 1

FORM PTO-1449
(Modified)U.S. Department of Commerce
Patent and Trademark Office

Attorney Docket No.: NUASI-00101

Serial No.: 10/632,615

INFORMATION DISCLOSURE STATEMENT BY APPLICANT
(Use Several Sheets if Necessary)

(37 CFR § 1.98(b))

Applicants: Carl Schoeneberger et al.

Filing Date: July 31, 2003

Group Art Unit: 2661

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA	6,445,695 B1	09/03/02	Christie, IV	370	352	12/31/98
	AB	6,529,499 B1	03/04/03	Doshi et al.	370	352	09/22/98
	AC	6,674,713 B1	01/06/04	Berg et al.	370	217	02/23/99
	AD	6,687,251 B1	02/03/04	Mousseau et al.	370	401	12/08/99
	AE	6,766,377 B1	07/20/04	Grabelsky et al.	709	238	08/24/00
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AP							
	AQ							
	AR							
	AS							
	AT							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	
	BA	

Examiner:

Date Considered:

EXAMINER:

Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.